



HUD Office of Manufactured Housing Programs

Manufactured Home Dispute Resolution Program (DRP)



What is the HUD Manufactured Home Dispute Resolution Program (DRP)?

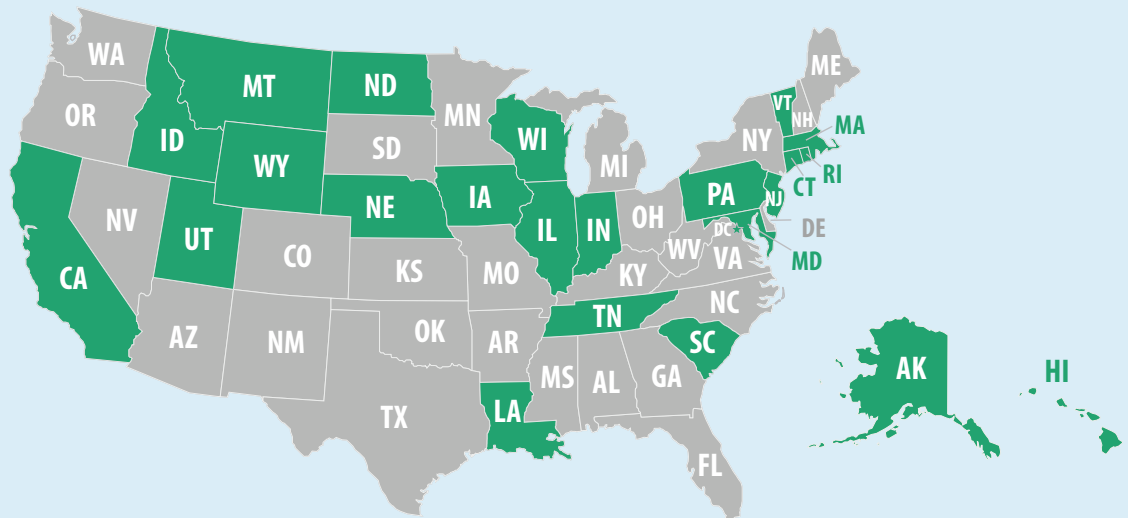
The HUD Manufactured Home DRP provides timely resolution of disputes between manufacturers, retailers, and installers of manufactured homes in the event the parties cannot agree to a solution. During the resolution process, settlements are negotiated for the correction of eligible defects in manufactured homes.



Are You Eligible?

Eligible States

-  Eligible under the HUD Manufactured Home DRP
-  Contact your State-Run Dispute Resolution Program



1 Check your state's eligibility.

There are 23 states that are eligible for dispute resolution administered under the HUD Manufactured Home DRP.

If your state is not identified as a HUD Manufactured Home DRP eligible state, your state is one of 27 states with an established dispute resolution program that HUD has accepted to operate in lieu of HUD's program. Contact information for your state's program is available on the [Manufactured Home Dispute Resolution Program](#) website.

2 If your state is eligible, complete the checklist below.

- ☐ I first notified the manufacturer, retailer or installer of my home, or my [state manufactured housing program](#) about the issue with my home **within one year of my home installation date**.
- ☐ My home is installed in a HUD Manufactured Home DRP-eligible state.
- ☐ My home is not a preowned home that was reinstalled.

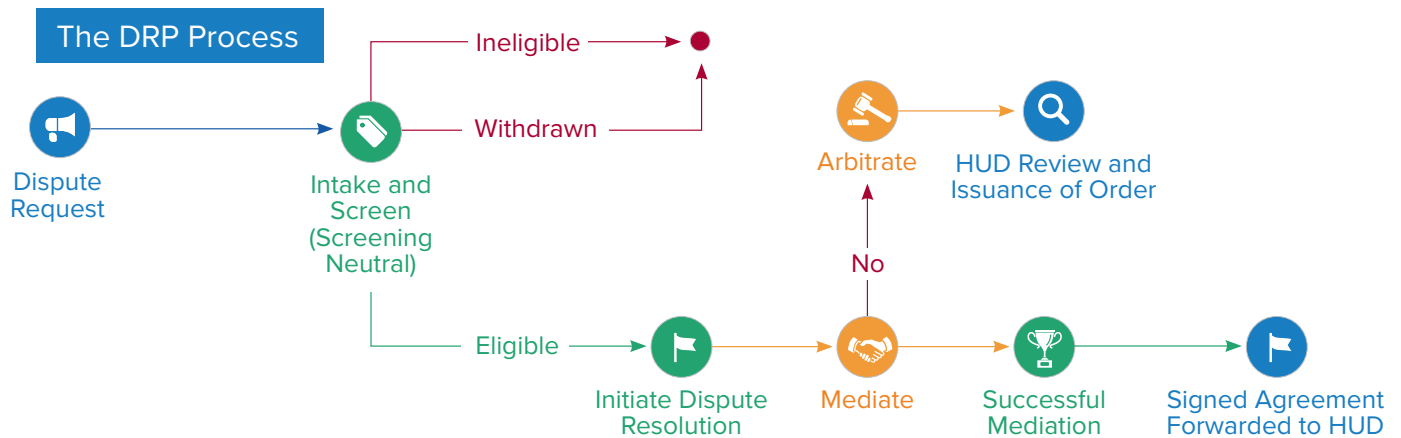


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3 Know the process.

First, the dispute is assigned to a screening neutral who will verify the eligibility of the dispute. Next, a mediator will attempt to mediate a resolution between parties. If mediation fails, an arbitrator will identify cause and responsibility, and provide resolution recommendations to HUD. Homeowners may observe the process, but are not participants.



4 Submit a request for dispute resolution.

After allowing a reasonable amount of time for a satisfactory response to your issue from the manufacturer, retailer or installer, you may submit a request for dispute resolution.

Download the HUD Manufactured Home DRP request form here:

<http://portal.hud.gov/hudportal/documents/huddoc?id=311-DR.pdf>

Your request for dispute resolution must include:

- › The name address, and contact information of the homeowner;
- › The name and contact information of the manufacturer, retailer, and installer, to the extent available;
- › The date the report of the alleged defect was made;
- › The name and contact information of the recipient or recipients of the report of the alleged defect;
- › The date of installation of the manufactured home affected by the alleged defect; and
- › A description of the alleged defect.

There are three ways to submit your request:



By Fax: (202) 708-4213



By Email: mhs@hud.gov



By Mail:

HUD Office of Manufactured
Housing Programs
Attn: Dispute Resolution
451 Seventh Street, SW
Room 9168
Washington, DC 20410-8000

The HUD Manufactured Home DRP was established in [HUD regulation Title 24, Subtitle B, Chapter XX, Part 3288](#). To contact the HUD Office of Manufactured Housing Programs (OMHP) by phone call (202) 708-6423 or (800) 927-2891. To learn more about OMHP or the HUD Manufactured Home DRP, visit www.hud.gov/mhs.